

Please amend the present application as follows:

Claims

The following is a copy of Applicant's claims that identifies language being added with underlining ("___") and language being deleted with strikethrough ("—"), as is applicable:

1. (Previously presented) A method for providing personalized customer support, comprising:

receiving customer information from a customer, the customer information including information as to products that the customer uses;

creating a profile for the customer that includes the received customer information;

evaluating the customer information contained in the profile;

identifying customer support information specifically relevant to the products that the customer uses; and

presenting the customer support information to the customer in at least one personalized web page.

2. (Canceled)

3. (Previously presented) The method of claim 1, wherein the received customer information further includes information about the customer's business.

4. (Previously presented) The method of claim 1, wherein the received customer information further includes information about the customer's level of technical expertise.

5. (Previously presented) The method of claim 1, wherein receiving customer information comprises receiving information from an online customer survey that includes a series of questions that are posed to the customer.

6. (Previously presented) The method of claim 1, wherein identifying customer support information comprises cross-referencing the customer information with information contained within a library database.

7. (Previously presented) The method of claim 6, wherein identifying customer support information comprises cross-referencing the customer information with data modules contained within the library database.

8. (Canceled)

9. (Previously presented) The method of claim 1, wherein the at least one personalized web page only includes customer support information that is relevant to one or both of the products the customer uses and the customer's business.

10. (Previously presented) The method of claim 1, wherein presenting the customer support information to the customer comprises presenting audio and video instructions to the customer.

11. (Previously presented) A system for providing personalized customer support, comprising:

means for receiving customer information that includes information as to products that the customer uses;

means for creating a profile for the customer that includes the received customer information;

means for evaluating the customer information contained in the profile;

means for identifying customer support information specifically relevant to the products that the customer uses; and

means for presenting the customer support information to the customer in at least one personalized web page.

12. (Canceled)

13. (Previously presented) The system of claim 11, wherein the means for receiving customer information comprises means for receiving information about the customer's business.

14. (Previously presented) The system of claim 11, wherein the means for receiving customer information comprises means for receiving information about the customer's level of technical expertise.

15. (Previously presented) The system of claim 11, wherein the means for receiving customer information comprises means for receiving information from an online customer survey that includes a series of questions that are posed to the customer.

16. (Previously presented) The system of claim 11, wherein the means for identifying customer support information comprises means for cross-referencing the customer information with information contained within a library database.

17. (Previously presented) The system of claim 16, wherein the means for identifying customer support information comprises means for cross-referencing the customer information with data modules contained within the library database.

18. (Canceled)

19. (Previously presented) The system of claim 11, wherein the at least one personalized web page only includes customer support information that is relevant to one or both of the products the customer uses and the customer's business.

20. (Previously presented) The system of claim 11, wherein the means for presenting the customer support information to the customer comprises means for presenting audio and video instructions to the customer.

21. (Previously presented) A computer readable medium having software for providing personalized customer support, comprising:

logic configured to receive customer information from a customer, the customer information including information as to products that the customer uses;

logic configured to create a profile for the customer that includes the received customer information;

logic configured to evaluate the customer information contained in the profile;

logic configured to identify customer support information specifically relevant to the products that the customer uses; and

logic configured to present the customer support information to the customer in at least one personalized web page.

22. (Canceled)

23. (Previously presented) The computer readable medium of claim 21, wherein the logic configured to receive customer information comprises logic configured to receive information about the customer's business.

24. (Previously presented) The computer readable medium of claim 21, wherein the logic configured to receive customer information comprises logic configured to receive information about the customer's level of technical expertise.

25. (Previously presented) The computer readable medium of claim 21, wherein the logic configured to receive customer information comprises logic configured to receive information from an online customer survey that includes a series of questions that are posed to the customer.

26. (Previously presented) The computer readable medium of claim 21, wherein the logic configured to identify customer support information comprises logic configured to cross-reference the customer information with information contained within a library database.

27. (Previously presented) The computer readable medium of claim 26, wherein the logic configured to identify customer support information comprises logic configured to cross-reference the customer information with data modules contained within the library database.

28. (Canceled)

29. (Previously presented) The computer readable medium of claim 21, wherein the at least one personalized web page only includes customer support information that is relevant to one or both of the products the customer uses and the customer's business.

30. (Previously presented) The computer readable medium of claim 21, wherein the logic configured to present the customer support information to the customer comprises logic configured to present audio and video instructions to the customer.

31. (Previously presented) A method for providing personalized customer support, comprising:

receiving information from a customer about the products the customer uses, the customer's business, and the customer's level of technical expertise;

evaluating the customer information;

creating a customer profile based upon the evaluation of the customer information;

retrieving customer support information modules that are specifically relevant to the customer profile and therefore the products the customer uses, the customer's business, and the customer's level of technical expertise; and

automatically generating a personalized web page containing the retrieved customer support information.

32. (Original) The method of claim 31, wherein personalized web pages relevant to training, troubleshooting, and database information are respectively automatically generated.

33. (Previously presented) The method of claim 31, further comprising responding to questions posed and issues raised by customers online.

34. (Previously presented) The method of claim 31, further comprising providing information as to designing a computing system specific to the customer's needs.

35. (Previously presented) The method of claim 31, further comprising providing an evaluation of the customer's existing computing system.

36. (Previously presented) The method of claim 1, wherein the information as to products that the customer uses includes at least one of a make and model of a product, a present configuration of the product, an application used with the product, and a configuration of a network to which the product is connected.

37. (Previously presented) The method of claim 3, wherein the information about the customer's business includes at least one of the type and volume of the business, the number and size of its locations, the number of users of computing equipment, the nature of the use of the computing equipment, and the configuration of the locations.

38. (Previously presented) The method of claim 4, wherein the information about the customer's level of technical expertise includes an indication as to whether the customer is at a novice level, an intermediate level, or an advanced level.

39. (Previously presented) The method of claim 1, wherein presenting the customer support information to the customer comprises presenting tutorial information as to initialization and configuration of a product that the customer uses.

40. (Previously presented) The method of claim 1, wherein presenting the customer support information to the customer comprises presenting troubleshooting information that is directed at solving problems that are being experienced by the customer with a product that the customer uses.

41. (Previously presented) The method of claim 1, wherein presenting the customer support information to the customer comprises presenting optimization information directed at optimizing performance of a product that the customer uses.